


Embassy of the United States of America

Islamabad, Pakistan

August 09, 2016



TO : Interested Offerors

From : John Langer (Contracting Officer) 

Subject: Questions/Answers about the RFQ # SPK330-16-Q-5820 for Media Monitoring Services for American Embassy, Islamabad

Q1: Being a American company and having its complete infrastructure available in New York, I can provide the entire solution from New York. There are few advantages with keeping the operation in United States (I can explain the possible advantages in my proposal) but the cost will be bit higher since human resources will be more expensive in United States. Would you be open to receive quotes for two options, one with keeping the operations in U.S and other option with operations from Pakistan?

Answer: We would like one quote to be submitted, but if submission of two quotes is inevitable (and is beneficial for US Government) you may submit two prices. But be informed that financials comes into play, once your company is technically qualified.

Q2: I believe the channel listed in section 2.4 at xi. HD94 is a typo and the correct name of the channel is 92 News HD. Kindly confirm.

Answer: Yes. The local channel's name is "92 News HD". We'll amend the solicitation to reflect the correct news channel.

Q3: The service description in section 1 explicitly describes the monitoring needs for a 365 days a year operation. But how about reporting? Do you need the reporting on 7 days a week basis or reporting could be Monday through Saturday? For example, on Monday if we can submit Saturday and Sunday reports together then our operational cost will be less. But if you have people on your end to receive, analyze and process the reports 7 days a week then we can certainly report on a 7 day basis as well. How do you envision it working out for you?

Answer: We would like to receive reports 7 days a week.

Q4: Sometimes deployment cost of the project varies with timelines. What are the approximate contract award and commencement dates of the project?

Answer: Contract will be awarded within a month's time from the closing of bids submission date (this time is required to evaluate the bids technically and financially and also any back and forth correspondence between the vendor and the Embassy to get clarification and/or more information). Commencement of the project will be done immediately after award.

Q5: Reporting workflow and mechanism are not clear. Do we have to setup any additional resources at our end to submit the daily reports? For example, FTP server, web portal, secure email system, content encryption system or any other requirements which can impact the cost?

Answer: Details will be worked out with the selected vendor, but we anticipate receiving the reports via email; we don't anticipate there would be a need to set up additional resources as described above.

Q6: In order to estimate the required video recording hardware resources, what is the maximum number of channels with the same time slot to monitor (for example 9 pm to 10 pm news can be monitored for 7 channels or all 14)?

Answer: We expect that we would need to monitor a maximum of 6 channels at one particular time.

Q7: Section 2.3 describes the requirement of submitting video clips. Are there any defined specifications for these video clips? We will estimate the cost of video conversion hardware accordingly, if any.

Answer: The video clips must be viewable on Windows Media Player.

Q8: Do we need to keep any archives of the video clips for a certain number of days?

Answer: We would ask that the vendor keep the archives until we confirm receipt of a particular report. (So, that generally would be 1 day, or up to 3 days during holiday periods.)